

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: LOWERY

Application No.: 10/061,129

Filing Date: November 13, 2001

For: METHOD AND APPARATUS FOR
FACILITATING
COMMUNICATION REGARDING
A CUSTOMER

-) Confirmation No.: 2257
-)
-) Group Art Unit: 3622
-)
-) Examiner: Retta, Yehdega
-)
-) **AMENDMENT and RESPONSE to Final**
-) Office Action mailed July 24, 2007
-)
-) Attorney Docket No.: G04.014
-)
-) **PTO Customer Number 67338**
-) Buckley, Maschoff & Talwalkar LLC
-) Attorneys for General Electric Company
-) 50 Locust Avenue
-) New Canaan, CT 06840
-)

Mail Stop RCE (via EFS)
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Final Office Action mailed July 24, 2007, please amend the above-identified application as follows:

Amendments to the claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 14 of this paper.